**Functionality:**

1. Site should have different sections for new connection, Payment and Status of the connection
2. Already registered customers should be restricted to register again unless the building address is different.
3. After selecting the details from the drop down the page is scrolled up automatically this needs to be fixed.
4. ID proof must be made mandatory (Aadhaar/any other proof) and the user should be asked to choose the kind of ID proof.
5. Vernacular language can be used to fill the form for those users who are not comfortable with English
6. Document specifications should be given as intimation for the user. (Tool tip)
7. Ensure all the fields are not pre-filled. Proper validation of data entering in each field. Like in Name field it should not accept numeric values.
8. Check for any broken links
9. Must be compactible in all browsers, OS and in mobile
10. Load testing to ensure the working is fine

**Usability Testing & UI**

1. Main menu should be provided
2. Contact information should be provided
3. Website should be little easier to understand. Instead, or given all the info at one page, change it to parts. Like personal details, address, connection type, documents sections.
4. Colours, fonts and links must be provided in effective ways
5. Instructions for filling must be provided besides the respective fields.
6. Prior intimation of downtime to the user.

**Security Testing**

1. Payment gateway must be secured.
2. Re-captcha validation should be added.